

---

<b>Reference</b>	SSM72933
<b>Models</b>	F-PACE / X761
<b>Title</b>	Creak or Groan noise from lower steering column
<b>Category</b>	Chassis
<b>Last modified</b>	14-Sep-2016 00:00:00
<b>Symptom</b>	303000 Steering/Handling
<b>Content</b>	<p>Issue: A customer may report a creak / groan noise coming from the lower steering column area.</p> <p>Cause: Currently under investigation - your support with further information about this concern will assist.</p> <p>Action: If this condition is present on the vehicle please raise an ePQR with a photo/video along with as much of the following as possible:</p> <ul style="list-style-type: none"><li>• Does the noise occur more when engine is hot or cold (under bonnet temperature) - or no difference?</li><li>• Does the occupant cabin temperature have an effect (HEVAC unit setting?)</li><li>• Is noise evident from vehicle start up, or does it take some time to occur?</li><li>• Does adjusting the steering column up or down have an effect?</li><li>• Does noise only occur at certain steering column rotation speed or amount of rotation - e.g slow speed/large angle or fast speed/small angle?</li><li>• Is noise affected by direction of steering wheel rotation - worse in one direction (clockwise or anti-clockwise)?</li><li>• When lubricant has been applied to eliminate noise - what was the lubricant and where was it applied?</li></ul>